How to Engage with a Client Checklist

You have an appointment with a new client BUT............... Now what, what do you need to do and how do you need to do it?

| Client: ________________________________________________ |
| Contact Person: ________________________________________ |
| Phone Number: _________________________________________ |
| Date: __/__/____ |

Steps to Engage with a Client

A. Introduction to the client
   Step 1 ☐ Consider the ICB resource Engaging the Client
   Step 2 ☐ Complete the Client Relationship Task List
   Step 3 ☐ Confirm the appointment and concepts from the conversation with the client in writing and set an agenda for an initial meeting - Confirming the Appointment
   Step 4 ☐ Have an estimate for your first discussion - Costing a Prospective Assignment

B. Engaging the client
   Step 1 ☐ Interview - plan your approach (consider whether an interview only or plan a review system)
   Step 2 ☐ Provide your client with the ICB Business Information Sheet – What it Means to be a Certified Bookkeeper
   Step 3 ☐ Provide your client with the ICB Business Information Sheet – What it Means to be a BAS Agent (if applicable)
   Step 4 ☐ Consider the ICB Software Consulting and Bookkeeping Guide
   Step 5 ☐ Consider Setup and Training Plan (if applicable)

C. Agreeing on the work
   Step 1 ☐ Utilise the Agreeing on the Work prompting sheet for planning and discussion
   Step 2 ☐ Provide the client with Agreeing on the Work information sheet for business
   Step 3 ☐ Perform a preliminary cost estimate of the agreed work
   Step 4 ☐ Evaluate your ability to service the client in accordance with the Code of Conduct using Code of Conduct Assessment for a Bookkeeper Business
   Step 5 ☐ Complete the checklist for the Client Code of Conduct Checklist
   Step 6 ☐ Customise your Engagement Letter using the ICB Engagement Letter template

D. Finding the reality
   Step 1 ☐ Complete the Initial File Review Checklist
   Step 2 ☐ Perform the GST Compliance Review for Business
E. Reporting / informing / reviewing / Agreeing on the work
   Step 1 □ Provide the client with Business Information Sheets:
   1. What it means to be a Certified Bookkeeper
   2. What it means to be a BAS Agent
   3. Accrual Accounting vs Cash Accounting
   4. Record Keeping Requirements
   Step 2 □ Provide your client with copies of completed checklists and other notes after every meeting
   Step 3 □ Re-evaluate your ability to service the client in accordance with the Code of Conduct (see above)
   Step 4 □ Check your initial answers and complete the checklist for the Code of Conduct
   Step 5 □ Re-cost the assignment and re-document the engagement; check Charge Rate Calculator

F. Performing the Work
   Step 1 □ After EACH visit complete the Performing the Work site report
   Step 2 □ Obtain the client’s authority to act on their behalf with the ATO
   1. Authority to Act on a Client’s Behalf
   2. Client Authority to Lodge Electronically
   Step 3 □ Report back to the client

G. Periodic Review
   Step 1 □ Perform the reviewing work
   Step 2 □ Obtain specific authority to lodge this quarter’s / month’s BAS and any other forms Client Authority to Lodge Electronically

H. Losing the Work
   Step 1 □ Provide all the client’s records back to the client
   Step 2 □ Complete an end of engagement letter - Letter to Client
   Step 3 □ Keep and file copies of the final status of the client’s records in your system
   Step 4 □ Obtain a client closure letter (Good Luck!!) - Client Closure Letter
   Step 5 □ Complete the Leaving Us Checklist
   Step 6 □ Complete and provide the new bookkeeper Handover Checklist